

# Big Net Surfer<sup>®</sup> Quick Setup

Technical Support 1 (888) Big-Net1

Thank you for choosing your DSL high speed Internet service from Big Net. As our client it is our goal to exceed your expectations.

## Hardware Setup:

- Our DSL partner Covad will bring out and connect your DSL router at the specified time, date, and location specified on the receipt.
  - Once the DSL router has been installed and tested, Bignet will activate your new services.
  - The client will need to follow several configuration steps to connect their workstation to the DSL router.
  - First the client must connect to the DSL router (see below) via Ethernet.



Figure 1: Efficient Networks Speedstream 5250

- For a single computer use a standard (straight through) 10BaseT Ethernet cable between the computer and DSL router.



- At this point in the installation, please contact Big Net at 1-888-Big-Net1 to provide your MAC (Ethernet hardware) address. This will allow Big Net to automatically provide you with an IP address.

## Software Setup:

- Start – Control Panel – Network – TCP/IP - Properties
- IP Address: Obtain an IP address automatically
- WINS Configuration: Use DHCP for WINS resolution
- Gateway: None
- DNS Configuration: Disable DNS
- E-mail (Unless using a pre-registered domain name)
- Incoming Mail: pop.bignet.net
- Outgoing Mail: smtp.bignet.net

# Big Net Surfer<sup>®</sup> Step-by-Step

## WINDOWS 95/98 Setup Instructions (Graphics are included on following pages):

1. Open (double click) the MY COMPUTER icon on your Desktop; Open (double click) the CONTROL PANEL icon; Open (double click) the NETWORK icon.
2. The NETWORK properties window should now be displayed on your screen. Verify that you are viewing the CONFIGURATION Tab. Under the CONFIGURATION Tab verify that TCP/IP PROTOCOL is installed. If so move on to number 5.
3. **If not** click on the ADD button, hi-light PROTOCOL and click ADD. The SELECT NETWORK PROTOCOL Menu should appear. Select MICROSOFT in the left-hand pane and TCP/IP in the right-hand pane. Select OK. At the NETWORK Menu select OK again. NOTE: The Windows 95/98 Cd-Rom will be required for installing information for TCP/IP. Place the CD in the CD-ROM and click OK in the required field. After your computer has finished copying the necessary information you will be required to reboot the computer in order for the changes to take effect.
4. Select YES at this prompt. When your computer is back up, you will need to repeat steps 1-Double click My Computer, 2-Double click Control Panel, and 3-double click Network to get back to the NETWORK Properties Menu.
5. Open the TCP/IP Protocol's Properties sheet by hi-lighting TCP/IP Protocol (for your Ethernet card) and then clicking on the PROPERTIES button.
6. Under the "IP Address" Tab, select the button corresponding to the "Obtain an IP address automatically".
7. Under the "WINS Configuration" Tab, select the button corresponding to the "Use DHCP for WINS resolution".
8. Under the "Gateway" Tab, remove any IP addresses from the "Installed Gateways" section.
9. Under the "DNS Configuration" Tab, select the radio button corresponding to the "Disable DNS".
10. Click OK, this should leave the NETWORK PROPERTIES window viewable again, click OK to continue.
11. This should return you to your desktop with Windows 95/98 asking you to RESTART YOUR COMPUTER before changes can take effect. Choose YES. (If Windows 95/98 does not prompt you to restart your machine, please do so through the START button's SHUTDOWN/RESTART command).
12. Allow your Windows 95/98 Workstation to reboot.
13. Open a DOS Prompt and run IPCONFIG /ALL | MORE.
14. Call 1(888) Big-Net1 inform the technician that you are a DSL user calling with your MAC address (Physical Address).
15. The technician will inform you when your setup is complete.
14. Reboot and now you can enjoy the speed of Bignet DSL services.

## WINDOWS NT 4.0 Setup Instructions (Graphics are included on following pages):

1. Power on your Windows NT 4.0 Workstation or Server (if necessary log in with proper access privileges).
2. Open (double click) the MY COMPUTER icon on your Desktop; Open (double click) the CONTROL PANEL icon; Open (double click) the NETWORK icon.
3. The NETWORK properties window should now be displayed on your screen. Proceed by switching to the PROTOCOLS tab.
4. Verify that TCP/IP PROTOCOL is installed. If so, move on to step 6.
5. **If not** click on the ADD button, hi-light TCP/IP PROTOCOL and click OK. You will get a pop-up menu (TCP/IP SETUP) regarding a DHCP Server on your network. Click NO. NOTE: The Windows NT 4.0 workstation/server Cd-Rom will be required for installing information for TCP/IP. Place the CD in the CD-ROM and click CONTINUE in the required field. Click CLOSE at the NETWORK Menu. At the TCP/IP Properties Menu click on the radio dial (Obtain IP address from a DHCP Server).
5. At the TCP/IP Properties Menu verify that the Obtain an IP address from a DHCP Server radio button is checked. If so, move on to step 8.
6. **If not**, Click the OK button. Next you receive a Menu regarding an adapter that has an empty WINS address. Respond with the YES button. The computer will require you to reboot at this point, ( remove any software that is in temporary drives, CD-ROM, Floppy, etc.
7. Click YES to the restart prompt. Once your computer is back up, Repeat steps 1-4.
8. Open the TCP/IP Protocol's Properties sheet by hi-lighting TCP/IP Protocol and then clicking on the PROPERTIES button.
9. Click on the ADVANCED button in TCP/IP PROPERTIES. Under the "Gateway" Tab, remove all IP addresses.
10. Under the DNS Tab, make sure that there are no entries present.
11. Click OK, this should leave the NETWORK PROPERTIES window viewable again. Click OK to Continue
12. This should return you to your desktop with Windows NT asking you to RESTART YOUR COMPUTER. Choose YES. (If Windows NT 4.0 does not prompt you to restart your machine, please do so through the START button's SHUTDOWN/RESTART command).
13. Allow your Windows NT 4.0 Workstation/Server to boot back up.
14. Open a DOS Prompt and run IPCONFIG /ALL | MORE.
15. Call 1(888) Big-Net1 inform the technician that you are a DSL user calling with your MAC address (Physical Address).
16. The technician will inform you when your setup is complete.
17. Reboot and now you can enjoy the speed of Bignet DSL services.